



iPHOTO PREVENTATIVE MAINTENANCE AGREEMENT

Epson Surelab D3000 Drylab - 'SR' & 'DR' Models (2 Year Service Coverage)*

Start Date:

End Date:

Independent Photographic Supplies Pty Ltd Offers the following 2 Year PM & E (All Parts Inclusive) - Preventative Maintenance & Emergency Breakdown Agreement for Epson Surelab D3000 Drylabs continuing on from the Epson OEM Warranty CoverPlus Service Agreement, for all exclusive IPS Consumables Supplied Customers. **Epson Print Head**

Maintenance Kits - 2x Print head maintenance kits are supplied at No Charge for the Two Year Term of this PM & E Agreement (i.e. Total 4x Kits) these MUST be used by the Printer Operator/ Lab Owner as part of this PM & E Agreement. (NB - To be implemented with Pt. 1 Health Check initial inspection (as below)

Remote Online Diagnostics** - iPhoto PM & E Service Agreement features Online Technical Diagnostics by Trained iPhoto Technicians, & is Offered with the Following:

1. IPS Health Check Initial Equipment Inspection - (Time Onsite 2 Hours) - 1x Off Initial Inspection by iPhoto Technician Onsite

Features:

- Full Equipment Inspection & Check Serial Number of Unit Covered
- Set up iPhoto Online Tech. Diagnostics with Customer Machine
- Photographic Image Tests

- Check Print Head Tests
- Full Printer Calibration
- Check Colour Profiles
- Ink Line Drain Washing/ Full System Flush
- Replace Head Capping Unit
- Lubricate Mechanisms

2. Annual PM Service Calls (Preventative Maintenance Service Call) NB - 1x Call Per Year of the 2x Year Agreement

Features: (All Parts Included)

- All Epson Replacement Parts Inclusive
- iPhoto Tech. Online Diagnostics
- Full Equipment Inspection
- Photographic Image Tests
- Check Print Head Tests
- Replace Head Capping Unit
- Lubricate mechanisms

3. Emergency Technician Callouts x 2 Per Annum - (Emergency Breakdown Coverage) NB - 2x Calls Per Year of the 2x Year Agreement

Features:

- Following Online Diagnosis of any Emergency Issue, if required iPhoto will arrange for Technician Visit Onsite for Repair of Breakdown
- Includes All Epson Parts Required

NB - Exclusions:

- Post Warranty Printers with Pre-Existing faults require Inspection & Repair prior to engaging iPhoto PM & E Agreement*
- Emergency Technician Callouts are subject to technician availability, and are limited to normal business hours: Monday to Friday, 9.00am to 5.00pm.
- Emergency Technician Callouts are limited to 2x Calls Per Year of the 2x Year Agreement. Unused Callouts are not cumulative & cannot be transferred to the following year(s).
- Annual PM Service Calls (Preventative Maintenance Service Call) are limited to 1x Call Per Year of the 2x Year Agreement Unused Callouts are not cumulative, and cannot be transferred to the following year(s).
- ** Remote Minor Service Calls may be performed remotely. Some remotely detected minor part replacements may only require the relevant part(s) being shipped to customer's premises, and the required replacement performed by the Customer/ Customer's Staff via remote guidance by an iPhoto Technician.
- iPhoto PM & E Agreement does not replace or include the iPhoto Annual Tech Support, Remote Online & Phone Support, Profiling & QC Package which is Sold separately.

- ** Travel Charges may Apply



iPhoto 'PM & E' - Preventative Maintenance & Emergency

Breakdown Support for Epson Surelab D3000 'DR' or 'SR' Drylabs (NB - Per Machine)

.....Incl. IPS Remote Online Diagnostics Service

iPhoto Drylab P.M. & E. Service
Preventative Maintenance & Emergency
Breakdown Agreement for 2 Year
Coverage

ONLY \$10,995.00 (+GST)

Order Fax: 02 9875 5448 Phone: 02 9875 2244

PAYMENT DETAILS:

Business Name:
Enclosed is my Direct Deposit (See opposite)

Please Charge my preferred Credit Card: VISA / MASTERCARD - No Transaction Fees

Please charge my AMEX Card: Note: 1.9% Transaction Fee applies

Expiry Date: / **Credit Limit:** \$

Card Number:

Name shown on Card:

Signature: **Sec. Code:**

BANK DEPOSIT DETAILS:

Commonwealth Bank:

Pennant Hills NSW Branch:

BSB # 06 2225

ACC. # 101 680 34

Note 1: We must have Confirmation of your Payment prior to commencement of Agreement.

Note 2: Please e-mail a Copy of your Payment Remittance Advice to sales@iphoto.net.au



iPhoto PM & E Service Agreements are only available for 100% exclusive iPhoto Supplied Genuine Epson Surelab Ink & IPS Media Users Only.

* **Pre-Inspection Required:** Subject to Full Technical Pre-Inspection of Surelab D3000 Printer by iPhoto Trained Technician

**** Travel Charges may apply:** Independent Photographic Supplies Pty Ltd or its Service Agents will perform Preventative Maintenance & Emergency Breakdown repair work within an 80 kilometre radius from its nearest Service Centre, in the following areas; Sydney, Newcastle, Wollongong, Canberra, Melbourne, Hobart Brisbane, Adelaide & Perth.